

John Bel Edwards
GOVERNOR



Dr. Courtney N. Phillips
SECRETARY

State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

July 22, 2020

Mr. Richard Born, CEO
Aetna Better Health
2400 Veterans Memorial Blvd, Suite 200
Kenner, LA 70062

RE: Notice of Monetary Penalty – NEMT Broker

Dear Rick:

By Notice of Action dated February 24, 2020, Aetna Better Health (ABH) was notified of its requirement to provide non-emergency medical transportation to eligible enrollees in accordance with the terms of its contract with the Louisiana Department of Health (LDH), which provides:

7.8.9. Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation

7.8.9.1. MCO shall have sufficient NEMT providers, including wheelchair lift equipped vans, to transport members to/from medically necessary services when notified 48 hours in advance.

7.8.9.2. For medically necessary non-emergent transportation requested by the member or someone on behalf of the member, the MCO shall schedule the transportation and require its NEMT/NEAT provider to arrive and provide services with sufficient time to ensure that the member arrives at least fifteen (15) minutes, but no more than one (1) hour, before the appointment; does not have to wait more than one hour after the conclusion of the treatment for transportation; is not picked up prior to the completion of treatment; and is not in the vehicle for more than one (1) hour in excess of the estimated travel time, as calculated by a mapping application, for each leg of the trip.

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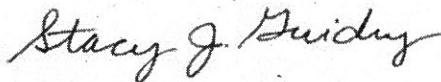
ABH was also informed that LDH had received numerous enrollee and medical service provider complaints regarding the failure of ABH's contracted transportation provider, LogistiCare, to provide scheduled transportation to enrollees. ABH was placed on notice that beginning April 1, 2020, a penalty may be assessed for each instance a transportation provider does not show up for a scheduled transport.

On July 8, 2020, LDH received a complaint from enrollee [REDACTED] who reported that a transportation provider failed to show up for a scheduled transport to physical therapy and physician appointments. On July 10, 2020, ABH confirmed the transportation "no-shows" and indicated an internal scheduling oversight caused the enrollee to miss the two scheduled appointments.

Failure to adhere to the contract requirements cited herein warrants the assessment of a monetary penalty per occurrence per calendar day of non-compliance of \$5,000, as outlined in the contract between ABH and LDH. A total penalty in the amount of \$10,000 (2 missed appointments) will be retained from the next monthly capitation payment made to ABH.

Should you have any questions, please do not hesitate to contact me.

Sincerely,



Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance

SG/lj

cc: Michael Boutte
Melanie Doucet
Ruth Johnson
Marisa Naquin
Justin Owens
Kim Sullivan
Christina Wilson
AET2-35
